# Pre-Qualified Consultant Services Information Booklet 2003-04

# Consulting Training Facilitating Speaking

State Training Center (STC)

Department of Personnel Administration

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# Why use Pre-Qualified Consultant Services?

The Pre-Qualified Consultant Services Program (formerly titled Office of Statewide Continuous Improvement) maintains a pool of qualified consultants, trainers, facilitators, and speakers to provide services for State agencies. This pool not only saves individual departments time and money, it also results in less duplication of effort within the State. The following outlines some of the benefits, limitations and requirements of the program:

### **Benefits:**

- You do not have to do your own Request for Proposal (RFP).
- The State Training Center (STC) will provide you with a minimum of seven consultants for review from our Pre-Qualified Bidders' List that match your needs.
- The STC prepares the Three-Party Agreement between the STC, Client Agency, and Contractor.
- As a courtesy service, the DPA prepares the contract award Report (STD. 16) and sends it to the Client Agency for submission to the Department of Fair Employment and Housing, Office of Compliance Program.

### **Limitations:**

• Each project cannot exceed the contract amount of \$100,000. This amount does not include the 10 percent STC Administrative Service Charge. This process is not intended to take the place of a RFP for large, complex or long-term consultant projects. For more than one project that requires different topics/consultants, a contract would be written for each project. For each consultant that you wish to have deliver services, you must have a separate Three-Party Agreement.

### **Requirements:**

- The DPA has the principal responsibility of the contract process, and as the contract holder, is responsible for contract approval. For those Client Agencies who may have exemptions from Department of General Services approval, these exemptions do not apply for these contracts.
- All Bidders placed on the Pre-Qualified Bidders' List have agreed to all standard State
  contract requirements and understand that this agreement will become part of any
  contract awarded as a result of this process.
- After the Three-Party Agreement is signed by all parties and the work initiated, the Client Agency pays the consultant directly for the services the consultant provides.

# Do I Need a Consultant?

Important areas to consider in determining if you need a consultant:

- Have you defined the problem?
- Have you discussed the problem with your Training Officer?
- Does this problem require a special skill or expertise to resolve?
- Can someone in your Department help you?
- Does this problem need to be resolved by someone from outside your Department (e.g., sensitivity issues, too close to the problem, etc.)?
- Can a State employee from another Department help you?

If, after answering these questions, you believe that you need a consultant, call us at (916) 445-1521 and ask for our Pre-Qualified Consultant Services Program representative. We can help you define the needs of your department. If you require more information regarding the Pre-Qualified Consultant Services process and requirements please go to www.dpa.ca.gov.

# **Definitions of Services**

# **Consulting**

A professional consultant, individual or firm, with special knowledge, skills and talents who renders advice and assists others in successfully implementing that advice. A consultant may be a subject matter expert, but if not, usually has considerable knowledge of group dynamics that is important in assisting the client reach their goal.

# **Training**

Activities that are designed to help an individual become proficient in the current assignment or prepare for a future assignment. Such activities may be accomplished through self-study, small-group learning and classroom sessions. On-the-job training, as opposed to education, is usually thought of in the context of short-term, intense learning activity resulting in immediate application on the job.

# **Facilitating**

This role may include identifying techniques for leading discussions and building consensus, evaluating team dynamics/team climate, resolving conflicts, identifying appropriate actions in each step of the problem-solving process improvement cycle, or assisting the team leader as needed.

# **Speaking**

Services offered include keynote speaking, supporting the objectives of a meeting, motivational speeches, or customizing a speech to fit the customer needs.

# **Definitions of Consultant Topics**

# **Customer Service**

Assist an agency in developing its customer service competency, which may include handling special problems and sensitive issues with customers, such as defusing anger, and/or dealing with upset customers. Provide packaged or customized surveys for organizations to use in measuring customer satisfaction and/or performance levels.

# **Facilitators**

Act as a facilitator with a group or team. This may include using techniques for leading discussions, building consensus, evaluating team dynamics, resolving conflicts, generating options and alternatives, and/or problem solving. The facilitator may assist a team leader or chairperson.

# Leadership

Provide consultation on developing interpersonal and leadership skills in support of strategic management and visionary motivation. Discuss the behaviors that support effective delegation, empowerment, creativity, accountability, and responsibility.

# **Process Improvement**

Explain the process improvement methods and tools, and assist staff in applying methods or tools to work processes.

# **Strategic/Operational Planning**

Assist the organization in its planning process, including change management. Steps may include establishing vision, mission, and values; identifying strengths and weaknesses, opportunities and threats; identifying customer needs, critical processes, identifying organizational objectives; creating a tracking and review process.

# **Speaker**

Services offered are, but not limited to, keynote speaking, supporting the objectives of a meeting, motivational speeches, or customizing a speech to fit the customer needs.

# **Team Building**

Assist employees in developing the interpersonal skills needed to work effectively in team or work groups. This may include communication principles, group problem-solving models, meeting management skills, stress management, or dealing with conflict.

# **Team Work**

Explain the role, function and interaction of team members, leaders, sponsors, and/or facilitators which may include assisting team members in the application of the principles, techniques and processes of project management.

### Steps for Using the Pre-Qualified Bidders' List 1. Client Agency 8. Client Agency determines need reviews proposals and and develops scores Bidders using general outline Rating/Cost Proposal of work Worksheets See pages 11-13 2. Client Agency 9. Client Agency contacts STC for selects referral highest scoring of Bidders Bidder 3. STC and 10. Client Agency Client Agency and selected determine Bidder finalize applicable service agreement and topic Work Statement "B" See pages 4-5 See pages 14-15 11. Client Agency 4. Client Agency provides STC with Work develops specific Statement "B", Funding desired outcomes Strip/Signature Block and Work Statement "A" Rating/Cost Proposal See pages 8-9 Worksheets - See pages 11-15 and 22 12. STC prepares 5. STC selects and and distributes refers seven (7) signed Three-Party Bidders to Agreement Client Agency STD. 213 See page 25 6. Client Agency provides Bidders the 13. Consultant general outline of begins work upon work and specific agreement desired outcomes approval Work Statement "A" See page 9 14. Upon project 7. All referred completion, Client Bidders provide Agency completes proposals to the STD. 4 to Client Agency evaluate consultant performance See Page 23

# Steps for Using the Pre-Qualified Bidders' List

- 1. Client Agency determines need and defines general outline of work including time frames and approximate project budget.
- 2. Client Agency contacts STC for referral of Bidders.
- 3. STC and Client Agency determine applicable service and topic. see pages 4-5
- 4. Client Agency develops specific desired outcomes (Work Statement "A"). see pages 8-9
- 5. STC selects seven (7) Bidders based upon Client Agency criteria from the Pre-Qualified Bidders' List to refer to the Client Agency (additional Bidders will be referred if original referrals do not meet Client Agency needs).
- 6. Client Agency shall provide the Bidders with a general outline of work along with the detailed specific outcomes (Work Statement "A"). see page 9
- 7. All referred Bidders will provide the Client Agency a proposal, including a description of project phases (specific work items/deliverables/outcomes), a progress schedule, and a cost breakdown.
- 8. Client Agency reviews the Bidders' proposals; conducts interviews if needed; and scores Bidders on experience, education, cost (including small business preference), and Bidder's proposed approach to the scope of work. For each Bidder a score of 100 points is possible. A weight of no less than 30 percent must be given to the cost component. For example of how to score Bidders, see Rating/Cost Proposal Worksheets. see pages 11-13
- 9. Client Agency selects the Bidder with the highest score (Client Agency has the reserved right to reject all proposals).
- 10. Client Agency and selected Bidder (Contractor) finalize the detailed work statement (Work Statement "B"), including the description of project phases, the progress schedule, and the cost breakdown. The maximum hourly rate that the Contractor can charge to the Client Agency will be the RFQ hourly rate. During the referral and selection phase, the Contractor may elect to charge a lesser rate when submitting their project cost proposal to the Client Agency. The Contractor's project cost proposal may include travel and per diem expenses, materials and all other cost items (e.g. copying) for which the Contractor seeks payment or reimbursement. see pages 14-15
- Client Agency provides Work Statement "B", the Rating/Cost Proposal Worksheets and Funding Strip/Signature Block Information to the STC.
   see pages 11-15, and 22.
- **12.** STC prepares the Three-Party Agreement (Standard Agreement STD. 213) between STC, Client Agency, and selected Contractor, which includes the scope of work described in item 10 above. The STC distributes signed contract copies. *see page 25*
- **13.** Following execution of the contract, and approval of the contract by the Department of General Services or DPA, as required, Contractor begins project for Client Agency.
- **14.** Upon completion of the project, Client Agency evaluates Contractor's performance utilizing the Contract/Contractor Evaluation (STD. 4). *see page 23*

# WORK STATEMENT "A" (Initial Outline of Issues and Needs)

This work statement outlines an accurate and thorough description of the issues and services needed. This will ensure that your department will receive the services you want.

The following page provides an example of what to consider when completing Work Statement "A" (Facilitation Services example). This form can be modified to meet your specific needs.

# **Work Stateme** (Initial Outline of Issu

2

**Project Description** (Problem Statement): The ABC Departm in its examination of issues surrounding the establishment of new; a result of new federal guidelines. The Department will serve as a in this area. Participants in this project will include representatives gasoline providers association, consumer and environmental advoc under examination are as follows:

1.	Impact on oil refining producers	2
3.	Impact on consumers	4
5.	Impact on State control	6

### **Project Outcomes**

- Understanding the impact of all involved in carrying this proje
- Ensuring that all involved participants are represented and thei
- Capturing all relevant information for inclusion in a future rep

## Proposed Work Plan:

The Department will contract for the services of a consultant/facili Department is requesting meeting design and documentation service time to discuss/research the issues and develop recommendations, meetings will occur, with each meeting occurring two to four weel in the Department's headquarters in Sacramento. The consultant/fa with the assistance from the Department staff to complete final rec specified above.

THE EACH ITATOD WILL DROVIDE THE EOLLOW

Facilitation Example

# **Rating/Cost Proposal Worksheet**

The Client Agency reviews proposals; conducts interviews; checks references if needed; and scores referred Bidders on experience, education, cost (including small business preference), and consultant's proposed approach to the scope of work. For each Bidder a score of 100 points is possible. A weight of no less than 30 percent must be given to the cost component.

The following three pages provides an example of how the Rating/Cost Proposal Worksheet should be completed.

# **RATING WORKSHEET**

 $\textbf{Department Name:} \ \underline{ABC}$ 

**Evaluator:** John Smith Phone #: 123-4567

**Project Topic** 

Customer Service		Facilitators	Leadership	
Process Improvement	X	Strategic/Operational Planning	Speaker	
Team Building		Team Work		

**Step 1.** Evaluate and score the bidders on the criteria listed bel points listed. Use the Cost Proposal Worksheet to calc

### Bidder #1

Bidding	Company ABC	
Company Check box if company is a Small Business		
Consultant	Tom	
Name		
Project	15	
Proposal		
Evaluation		
(max 25 points)		
Education	15	

BOX A

BOX B

Example

# RATING WORKSHEET - continued



Step 5. Multiply the hourly rate bid from Box F by 5% and place

**BOX** G

Place the cost proposal dollar amount from Box F here:			
\$ 65.00	X	5% =	3.25

Step 6. Transfer the cost proposal and score from Box D to Box

вох н	вох н	
-------	-------	--

Bidder #1				Bidder #2	
Cost	i	Score	Co	ost	Score
80.00	!	22.5	60.	.00	30

Step 7. Subtract the Small Business Preference amount for the bidders who are Certified Small Busine

Bidde	r #1	Bidde	er #2
Cost proposal for Certified Small Businesses only: Amount from Box G:	\$80.00 - 3.25	Cost proposal for Certified Small Businesses only: Amount from Box G:	\$
Certified Small Businesses adjusted cost proposal	\$76.75	Certified Small Businesses adjusted cost proposal	\$

BOX I

Step 8. Using Step 2 and 3 of the Cost Proposal Worksl are a Certified Small Business. Place the answ

Ctom O Commont Lidden's adjusted and managed am

# **Cost Proposal Worksheet**



# The following is the formula to award points to cost pro

Low Bid Amount

X 30 = Points given to cost prop
Bid price being evaluated

### Here is how you do

**Step 1** Transfer bidders hourly rates to the below boxes. A

		Bidde	er #1	Bidder #2	
Box D	Cost Proposal (lowest cost receives 30 points)	Hourly Rate \$80.00	Score/ Points	Hourly Rate \$60.00	

**Step 2** Divide lowest hourly rate by each of the remaining

Lowest Hourly Rate Bidder #1 Hourly Rate

Point Factor

\$60.00

\$80.00

.75

# WORK STATEMENT "B" (Agreed Upon Work Statement)

This work statement outlines an accurate and thorough description of the services that will be provided, deliverables, time frames, and cost. This will ensure that your department receives the services negotiated with the chosen consultant.

The following page provides an example of how Work Statement "B" should be completed for a request for "Consulting/Strategic Planning" services. This form can be modified to meet your specific needs.

Remember that the work statement must specifically contain:

- A clear description of the problem;
- Identify in realistic terms what the consultant is to accomplish, including desired approach to the problem;
- Practical, policy, technological, and legal limitations;
- Specific questions to be answered;
- The manner in which the work is to be done;
- A description of the items to be delivered;
- And the extent and nature of the assistance and cooperation that will be available to the consultant from the State.

# **WORK STATEMENT "B"**

# (Describes deliverables, time frames and cost)

Department: XYZ

Consultant: Carl Consultant

Contract # \*\*

### **Project Description:**

The XYZ Division needs a Strategic Plan with performance mea within the Division and indicate the appropriate measurements c offsite meetings and provide training and consultation, as needed with Division staff in the completion of each of the following pl

Phase I - Facilitate Division meetings to achieve	Period
the following:	Complet
<ul> <li>Overview of Strategic Planning process</li> </ul>	
Develop planning criteria	July -
Define customers	Septemb
Draft Mission Statement	2003
<ul> <li>Identify strengths and weaknesses</li> </ul>	
<ul> <li>Identify opportunities and threats</li> </ul>	
Phase II - Work with planning teams to	
complete the following:	
Obtain input from customers, line supervisors and staff	Octobei
<ul> <li>Identify specific trends, goals and objectives</li> </ul>	Decemb
Develop strategies to meet objectives through teams	2003
Train teams to fulfill role	



# Clauses Specific to the State Training Center (STC) and Client Agency

### EXHIBIT D, SPECIAL TERMS AND CONDITIONS

### A. Term of Contract

The contract becomes effective on the date the contract is approved by the Department of Personnel Administration and the Client Agency, or the Department of General Services, whichever date is later. The contract may be amended only by mutual written consent of all parties. The term of the contract may be extended up to one year, if necessary, for the completion of a project. The STC has no obligation concerning unused days or fund balances upon expiration of the contract.

### **B.** Materials

Materials will be addressed in the work statement/specific scope of work and proposals by the bidder.

### C. Evaluation of Performance

The contractor's performance shall be evaluated in accordance with Public Contract Code sections 10367, 10369, and 10370. The Client Agency shall evaluate the Contractor utilizing the Contract/Contractor Evaluation (STD. 4) process. A copy of the evaluation will be sent to the Department of General Services, Office of Legal Services, if it is negative and over \$5,000.

### D. Potential Subcontractors

Nothing contained in this Agreement or otherwise, shall create any contractual relation between the State and any subcontractors, and no subcontract shall relieve the Contractor of his responsibilities and obligations hereunder. The Contractor agrees to be as fully responsible to the State for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by any of them as it is for the acts and omissions of persons directly employed by the Contractor. The Contractor's obligation to pay its subcontractors is an independent obligation from the State's obligation to make payments to the Contractor. As a result, the State shall have no obligation to pay or to enforce the payment of any moneys to any subcontractor.

### E. Additional Consultants

The STC retains the right of approval over any person serving as a consultant under this agreement. Consultants cannot be substituted without the consent of the STC and the Client Agency.

### F. Scope and Delivery of Services

The Contractor agrees to provide consulting/training services in accordance with the work statement. The work statement shall describe the specific services to be rendered, the applicable time frames (completion dates, report dates, etc.) and an estimate/cost breakdown (hourly rates, etc.) for all deliverables.

# **Attachment I**

# WORK STA (Initial Outline o

Project Description (Problem Statement)
Project Outcomes
Proposed Work Plan:
Contractor Requirements:

# WORK STATEM (Describes deliverables, tin

Department:	
Consultant:	
Contract # **	
Project Description:	
Project Breakdown (Phases,	Period of Completion
Segments, Stages, etc.)	(should be month or date
	specific depending upon project)

# **RATING WORKSHEET**

Department Na	nme:				
Evaluator:		Phone #:			
Project Topic					
Customer Service	ce 🔲 Fa	cilitators		Leadership	
Process Improve	ement Str	ategic/Operational Plans	ning	Speaker	
Team Building		am Work	C	•	
		ders on the criteria listed ost Proposal Worksheet <b>Bidder #1</b>			
	Bidding	Company ABC			
	Company Check box if company is a Small Business				
	Consultant Name				
вох а	Project Proposal Evaluation (max 25 points)				
вох в	Education (max 20 points)				
вох с	Experience (max 25 points)				
		Score	T		

# **RATING WORKSHEET** - continued

Step 5. Multiply the hourly rate bid from Box F by 5% and place

BOX G

Place the cost proposal dollar amount from Box F here:

X 5% =

Step 6. Transfer the cost proposal and score from Box D to Box

вох н

Bi	idder #1	Bi	dder #2
Cost	Score	Cost	Score

Step 7. Subtract the Small Business Preference amount Box H, for the bidders who are Certified Small

Bidder #1 Bidder #2 Cost proposal for Cost proposal for Certified Small Certified Small Businesses only: Businesses only: Amount from Amount from Box G: Box G: Certified Small Certified Small Businesses adjusted Businesses adjusted cost proposal cost proposal amount amount

BOX I

Step 8.

Using Step 2 and 3 of the Cost Proposal Worksl Bidders **who are** a Certified Small Business. P in Box J.

# **Cost Proposal Worksheet**



## Here is how you do

**Step 1** Transfer bidders hourly rates to the below boxes. A

		Bidder #1 Bidde		Bidder #2	
Box D	Cost Proposal (lowest cost receives 30 points)	Hourly Rate	Score/ Points	Hourly Rate	

**Step 2** Divide lowest hourly rate by each of the remaining

Lowest Hourly Rate		Bidder #1 Hourly Rate	Point Facto
\$	÷	\$	=

# FUNDING STRIP AND SIGNATURE Pre-Qualified Consulta Three-Party Agre

Please provide the funding strip and signature block information Return this information with Work Statement B and Rating/Cos fax this information to (916) 322-4755, attention Theresa Madar 324-0478.

Agency # (Your department's internal reference contract numb
STC Customer #
Name of authorized signatory for your department:
Title of authorized signatory for your department:
Program/Category (code and title):
Fund Title:
Box for optional use:
Item:
Chantari

# **Attachment VI**

сору оf the и					CON
DIVISION					$\dashv$
EVALUATOR'S NAV					$\dashv$
TAXPAYER'S FEDE	RALENFLOYER DENTIFIC	ATION NUMBER	CONTRACTOON	MENCEMENTO	VTE.
. TOTAL CONTRA	T AMOUNT, INCLUDING A	VENDMENTS			

This standard State form is available in E-form at at \$http://www.documents.dgs.ca.gov/osp/pdf/std004.pdf

STATE OF CALIFORNIA

### CONTRACT AWARD REPORT

STD. 16 (REV 11-92)

TITLE 2, DIVISION 4, CHAPTER 5, SECTION 8117.5 OF THE CALIFORNIA CODE OF REGULATIONS REQUIRES CONTRACT AWARDING ASSINCES TO NOTIFY THE DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING, OFFICE OF COMPLIANCE PROGRAMS OF ANY CONTRACT AWARD IN EXCESS OF \$5,000. SUBMIT ONE COMPLETED COPY OF THIS FORM TO THE OFFICE OF COMPLIANCE PROGRAMS FOR EACH CONTRACT IN EXCESS OF \$5,000 WITHIN 10 DAYS OF AWARD DATE.

		SHAD	ED AREAS	FOR OFFICE OF C	OMP	LIANCE PROGRAMS US	E ONLY					
				CONTRACTOR	INF	ORMATION						
CONTRACTORS NAME									PHONE NUMBER CODE	ž.		
								/	3000			
ADDRESS	[NUMBER			STREET		спу		STATE	,	- 7	ZPCODE	Ξ)
FEDERAL EMPLOYER I.D.	NUMBER		COMPANY	OFFICER AND TITLE								_
				CONTRACTI								
CONTRACT AMOUNT				STATE CONTRACT	NUMB	ER	CONTR	ACT AWARD DAT	E			
			0.0									
PROJECT LOCATION (COL	INTY									000	UNTY CO	OE.
ESTIMATED STARTING		MONTH		AY YEAR	Т	ESTIMATED PRO COMPLETION D		MONTH	DAY		YEAR	
TYPE OF CONTRACT	JUNIE.				_			XECT FEDERALL	Y FUNDED?			_
CONSTRUCT	ON	SERVICE		SUPPLIES AN	D CC	OMMODITIES		YES	N	)		
			AW	ARDING AGEN	ICY I	INFORMATION						
AGENCY NAME.				AGENCY ADDRESS				AGEN	ICY CODE			
				<u> </u>								
SIGNATURE OF PERSON I	COMPLETING FORM			PRINTED NAME AN	II TITL	E		TELES	SHONE NUMBER	Ł		
78.												

This standard State form is available in E-format at ''http://www.documents.dgs.ca.gov/osp/pdf/std016.pdf''

# **Attachment VIII**

STATE OF CALIFORNIA

STANDARD AGREEMENT

STD	213 (Rev 06/03)
1.	This Agreement is entered into between the State Agency and
	STATE AGENCY'S NAME
	CONTRACTOR'S NAME

2. The term of this Agreement is:

3. The maximum amount of this Agreement is:

4. The parties agree to comply with the terms and conditions of the part of the Agreement.

Exhibit A – Scope of Work

Exhibit B - Budget Detail and Payment Provisions

Exhibit C\* – General Terms and Conditions
Check mark one item below as Exhibit D:

The Exhibit - D. Special Terms and Condition

Exhibit - D Special Terms and Conditions (Attached h Exhibit - D\* Special Terms and Conditions

Exhibit E – Additional Provisions

Items shown with an Asterisk (\*), are hereby incorporated by reference a These documents can be viewed at www.ols.dgs.ca.gov/Standard+Langu

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